

New Generations

Fall 2015



<http://health.mo.gov/seniors/nursinghomes/providerinfo.php>

On the Road to Culture Change

By Sam Plaster, State Culture Change Coordinator

In April, I visited Ratliff Care Center in Cape Girardeau. The 46-resident skilled nursing home is owned and operated by husband-and-wife team Emmagene and Carlos Ratliff, and their son Mike. They also operate Sprigg Street Manor, a 15-resident residential care home, on the same premises.

The Ratliffs, from Baton Rouge, La., built Ratliff Care Center and moved in, in 1992. Previously, Emmagene and Carlos operated a family-owned boarding home and a 17-resident intermediate care home. In the latter home, Emmagene was the administrator, the activities and transportation director, and just about everything else.

These days, son Mike is the Ratliff administrator. He grew up around residents and many thought he was “their” grandson. Mike was the residents’ entertainment, and he encouraged them to eat. “Grandma, you need to eat,” he would say, as he dined next to a resident. And the resident would, as did other reluctant eaters, because they wanted to please Mike.

Ratliff became Medicaid-certified at Emmagene’s prompting. Residents who ran out of money were moving to other homes that accepted Medicaid because Medicaid would pay for their care. This saddened Emmagene because she wanted to care for residents until the end of their lives. Now she can do so.

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ON THE ROAD The Ratliffs

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(Left to right) Mike, Emmagene, and Carlos Ratliff

At one time, a 112-year-old—the oldest person in Missouri—lived at Ratliff.

After a resident dies at Ratliff, the Ratliff staff dresses the resident, and if it's a female, they put on her jewelry and makeup. The resident's door is left open until his or her family members and friends have a chance to say goodbye.

Emmagene, Carlos and Mike are proud of their small family-like environment. Staff and residents develop relationships and care about one another. Recently, a staff member deposited money in two residents' accounts to pay their beautician fees. "We haven't lost our homey atmosphere," Emmagene said. "I don't want to be so big that I can't do that extra touch or know the residents."

Mike Shares Stories of Residents

Mike also shared the story of a hearing-challenged resident who used sign language. Staff members learned basic signs so that they could communicate with him and learned they had not been using his preferred name.



Emmagene, 77, now cares for former residents' children. Her sister, who previously managed Sprigg Street Manor, also lives at Ratliff.

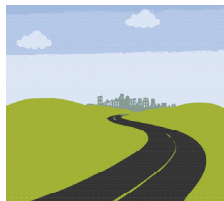
Emmagene Shares Stories of Caring for Residents

Emmagene shared many stories of caring for residents over the years. For instance, she, Carlos, Mike and the Ratliff staff held a memorial service for one long-time female resident whose only family was a niece and nephew. They sang songs with other residents. A nurse read a beautiful story she wrote about the deceased resident. Mike's wife made a scrapbook in the resident's memory and gave it to the resident's nephew.

On another occasion, a resident wouldn't eat. Emmagene told the resident that she loved her and was worried about her. Emmagene asked if the woman would let staff feed her until the woman regained her strength. The woman agreed but said she did not like staff telling her, "You need to eat." After Emmagene explained the resident's feelings to staff members, they changed their approach. The resident regained her ability to feed herself and began to eat.

Deck and Sprigg Street Manor roof

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ON THE ROAD The Ratliffs

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Staff Members Have Gone Beyond the Call of Duty

Other staff members have also gone above and beyond the call of duty. The food service manager, for example, volunteers to work every holiday to ensure residents have special holiday meals. At the time of my visit, she was planning the Easter meal, which included chicken cordon bleu and strawberry pie.

Residents choose one of two dining rooms in which to eat. Institutional clothing protectors have been replaced with linen napkins. During my visit, residents enjoyed home-cooked fried chicken for lunch. In addition to the daily meal choices, residents can make special requests. One resident has ice cream twice a day. Another eats biscuits and gravy almost daily. A dessert cart is available. Residents who don't wish to rise for the traditional breakfast are provided with a continental breakfast. Snacks are available at all times at no additional cost. A community refrigerator is available to residents to store personal food items.

Care Plans are Written From a Resident's Perspective

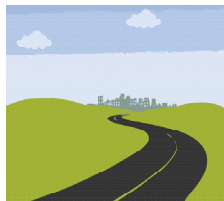
Care plans are written from a resident's perspective, in the first-person viewpoint, using the iCare planning format. Staff members are not required to wear uniforms. Residents can furnish and decorate their rooms as they choose. WIFI is available throughout the building.

Ratliff actively participates with the state culture change coalition, [MC5](#) (Missouri Coalition Celebrating Care Continuum Change), and the [Cape Girardeau](#) (Southeast) and [Poplar Bluff](#) regional chapters. Mike said, "As I learn more about culture change, I think that is what my parents have done forever."

During my visit, Ratliff's emergency generator was being tested. Mike explained that after a big ice storm, they decided to install a large generator that fully operates the home. The home was also built to withstand a significant earthquake because of its location near the New Madrid fault line.



Carlos, Emmagene, and Mike Ratliff are all licensed nursing home administrators.



ON THE ROAD Dorothy Polsgrove

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Resident Dorothy Polsgrove

I met resident Dorothy Polsgrove, 93, who grew up with six sisters and one brother near the Civil War battle site of Chalk Bluff on Crowley Ridge, near Campbell, Mo. Ms. Polsgrove said, “It is very beautiful there when the peach trees are in bloom, all pink, and in the fall, the trees are hanging with fruit. Those peaches are as good as those you’ll find anywhere. People come from all over the country to buy them.”

Ms. Polsgrove’s father was a cotton ginner until he was injured on the job. His arm caught in the cotton gin and had to be amputated below the elbow, in the local doctor’s office. Chloroform was the only medicine at the time.



Resident Dorothy Polsgrove

“In those days, a married woman couldn’t get a job if her husband was able to work,” Ms. Polsgrove said. Because of her father’s injury, Ms. Polsgrove’s mother went to work cleaning and doing laundry for a big hotel near the Campbell train station.

Ms. Polsgrove told me about Prohibition and how women fought to keep liquor out of the market. They wore long-sleeved dresses that covered everything from their necks to their high-top shoes.

“We Were Old McDonald’s Farm,” Ms. Polsgrove Says

Ms. Polsgrove, a former seamstress, left high school to marry a farmer when she was in ninth or tenth grade. “We were Old McDonald’s farm,” she said. “We raised beef cattle, hogs, guineas, ducks, turkeys, you name it we had some of them. It was a joyful life. You worked hard but it wasn’t as stressful as you people have it now.”

Ms. Polsgrove and her husband had two sons and a daughter. Their youngest son was bit by a rabid dog and died when he was just a little boy. “It almost killed us,” she said.

More recently, Ms. Polsgrove went to her basement to put a load of laundry in her washing machine. She missed the bottom step and fell. She heard her hip break. She pulled herself up the stairs and into the kitchen by her elbows. She was able to pull the phone down and call her daughter for help.

When Ms. Polsgrove went into surgery to repair the broken hip, her sight was good. When she came out, she was blind. Doctors think her sudden blindness might have been the result of her pacemaker malfunctioning. She said, “You have to take what is dealt you; I could have sat here, carried on, and made everyone miserable, but why?”

Ms. Polsgrove has now lived at the care center for two-and-a-half years. Her daughter lives nearby and visits often.

Ms. Polsgrove receives good care and couldn’t be more pleased. “You don’t hear any swearing or offensive language,” she said. “All you hear is laughing, talking, and teasing with each other.”

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ON THE ROAD Cuba Higginson

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Resident Cuba Higginson

I also met Ms. Polsgrove's 88-year-old roommate, Cuba Higginson. Ms. Higginson grew up on a farm near Portageville, Mo., with two sisters and a brother. She feels very fortunate to have the parents she had. "We weren't wealthy but we had a good farm life," she said.

Ms. Higginson Goes to College

Ms. Higginson's English teacher played an important role in her life, too. She recommended Ms. Higginson to the school board--on the condition that Ms. Higginson attend college. Ms. Higginson did, attending Cape Girardeau College during the summers after she graduated from Portageville High School in 1946.

In 1948, she married and moved to New Madrid, where her husband had a barber shop. She drove back and forth to Portageville for eleven years to teach sixth graders, in the same grade school she attended. Then she taught at New Madrid School for another 21 years.

Ms. Higginson and Her Husband Buy the Family Farm

After Ms. Higginson's parents passed away, she and her husband bought the family farm. She still owns and rents it to a farmer who raises cotton and soybeans.

Ms. Higginson has two sons and two grandsons, who "are a pleasure." She used to believe that only girls could take care of their parents, but her boys have shown that they can do the job, too.

Her husband, whom she described as "wonderful," died in March 2011. A year later, Ms. Higginson could no longer live alone. So she sold her furniture, rented out her house and moved into Ratliff.

"I Decided This Was Going to Be Home"

"I used to say that I never wanted to live in a nursing home, but I don't feel that way about this one," she said. "This is a wonderful place. They are interested in the people who live here. I decided this was going to be home. There are so many good people here, employees and workers. I thank God for them daily."



Resident Cuba Higginson participates in an Easter egg coloring activity.



ON THE ROAD Robert Shaw & Josh Lange

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CNA Robert Shaw

I spoke with CNA Robert Shaw, a New Madrid native who has lived in Cape Girardeau the past 14 or 15 years. He has a Commercial Driver License but transitioned into healthcare after taking care of his mother, grandmother, and grandfather. He has worked at the care center for a year.

Robert said, "It is a nice homey place. Everybody gets along well. Somebody always jumps in to help and they try hard to accommodate residents' wishes. The administrator asks, 'What can we do to make this person happy?'" Robert takes pride in giving top-notch care. "I love what I do, and I'm blessed that I'm able to help somebody else," he said.

Robert tells new residents to call him if they need help. His favorite part of the job is making residents smile and doing something positive for somebody else. The hardest part, he says, is when something like a fall happens.

LPN Josh Lange with Resident Cuba Higerson

LPN Josh Lange has lived in the Jackson/Cape Girardeau area all of his life. He worked at Walmart for seven years, but his compassion for people prompted him to quit and start working at the care center. He started as a nurse aide and then became a CNA while attending nursing school. Now in his eighth year at Ratliff, he says the aide-to-nurse transition was a big step. He said he is probably different from many other nurses because in addition to enjoying the residents, he also likes the paperwork.



CNA Robert Shaw



LPN Josh Lange with Resident Cuba Higerson



ORAL HEALTH CARE for Seniors

The American Dental Association says maintaining good oral health habits now is especially important. Unhealthy bacteria in the mouth can harm your teeth and gums and may be associated with serious medical conditions, such as heart disease, stroke, diabetes and pneumonia.

Dry mouth is caused by a decrease in saliva due to certain diseases, medications, chemotherapy or natural aging. Moisture and prevention are critical to preventing tooth decay.

- Drink water with fluoride continually throughout the day.
- Use oral moisturizer or a saliva substitute.
- Use only alcohol-free mouth rinses.
- Suck on sugar-free hard candy.
- Brush your teeth two times a day and floss once a day; invest six minutes each day.
- Replace your tooth brush every three to four months.
- If brushing your teeth is difficult due to arthritis or other conditions, try using an electric tooth brush.



Denture and Partial Denture Care

- Always wear your dentures or partials during the day. Dentures should be removed at night to allow gum tissue to breathe. Store dentures in cool water overnight so they don't dry out.
- Brush your denture and partials inside and outside daily with a soft toothbrush or denture cleaning brush.
- Use a commercially prepared denture powder or paste, hand soap, or baking soda; toxic or abrasive household cleaners should never be used.

Visit Your Dentist at Least Once a Year

- Your dentist may need to adjust or relin ill-fitting dentures and check for mouth sores.

Quit Smoking

- It is never too late to quit smoking. Smoking may increase problems with gum disease, tooth decay and tooth loss.

For questions about oral health, please contact the Missouri Oral Health Program at oralhealth@health.mo.gov or visit www.health.mo.gov/oralhealth.

ANGELA REMES *Resident Spotlight*



Angela Remes and the St. Louis Cardinals' Fredbird



Assisted Living Resident **Angela Remes** celebrated her 102nd birthday with us in July. We invited her former students, friends and family members to the birthday bash.

With the exception of some vision and hearing loss, she is very independent, has good cognitive skills and is in good physical shape. Until this past year, she volunteered on many committees and attended outings and daily scheduled activities. She is fashionable in her appearance. Her hair is styled weekly, and she has manicures and pedicures as needed.

Angela taught school for many years. She started at a one-room school in Desoto, Missouri, and rode her horse three miles to school. In those days, money was hard to come by, especially for farm children. Angela had each student bring one vegetable to school several times per week to make a “class soup.” She provided paper and pencils to ensure her students were able to do their lessons. She taught basic academics, along with manners, courtesy, friendship and how to manage life using common sense. She also taught in the Lindbergh School District for many years. She was such a great teacher that many of her former students still call her frequently.

Angela is very wise. She is an inspiration and mentor to her peers, staff and visitors. She is also an avid St. Louis Cardinals fan and rarely misses a televised game!

IMPLEMENTATION OF

ICD-10 & MO HealthNet Claims

The International Classification of Diseases, or ICD, is used to standardize codes for medical conditions, diagnoses, and institutional procedures. This code set has not been updated in this country for more than 35 years. The current code set, ICD-9, contains outdated, obsolete terms that are inconsistent with current medical practice.

On Oct. 1, 2015, the United States will transition from ICD-9 to ICD-10 as the medical code set for medical diagnoses and inpatient hospital procedures. As required by federal law, the MO HealthNet Division (MHD) will accept only International Classification of Diseases (ICD), 10th Revision, Clinical Modification/Procedure Coding System codes on claims with a date of service (DOS) on and after Oct. 1, 2015, and on inpatient claims with a through date or date of discharge on or after Oct. 1, 2015.

MHD will accept only ICD-9 diagnosis and procedure codes on claims with a DOS prior to Oct. 1, 2015, and on inpatient claims with a through date or date of discharge prior to Oct. 1, 2015. A claim cannot be billed with both ICD-9 and ICD-10 codes. All claims billed with both ICD-9 and ICD-10 codes on the same claim will be denied.

Prior to ICD-10 implementation, providers are encouraged to submit test transactions to MHD. Provider questions specifically related to testing of ICD-10 files with MHD/Wipro may be emailed to: ICD10.support@momed.com. Information regarding the test region for ICD-10 is updated regularly and posted on eMOMed as an alert in the Welcome Section and also in the eNews section. Providers may also access the instructions for test file submission at: www.emomed.com.

The MHD point of contact is Tisha McGowan, MO HealthNet ICD-10 Project Manager, (573) 522-4294, Tisha.A.McGowan@dss.mo.gov.



MC5 Music & Memory

MC5 (Missouri Coalition Celebrating Care Continuum Change) is proud to announce the following organizations were chosen to receive the MC5 Music & Memory Certification Incentive.

- Ackert Park Skilled Care Community
- Alzheimer's Association - Heart of America Chapter
- Arbor Heath Management, LLC

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MC⁵ MUSIC & MEMORY

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Photo courtesy Music & Memory

- Autumn Oaks Caring Center
- Bethesda Southgate
- Breeze Park - A Lutheran Senior Services Community
- Chestnut Glen Assisted Living by Americare
- Citizens Memorial Healthcare
- Clark County Nursing Home & Residential Care
- Colonial Springs Healthcare Center
- Crossroads Hospice of Kansas City
- Developmental Center of the Ozarks
- Dolan Memory Care Homes
- Fountain View Assisted Living at Sunset Hills
- Golden Years
- Hull's Haven Adult Day Care
- Jefferson City Nursing and Rehabilitation Center
- La Plata Nursing Home
- LaVerna Village Nursing Home of Savannah
- Lincoln Community Care Center
- Lutheran Family & Children's Services - Southeast Office
- Medicalodges Butler
- Meramec Bluffs - A Lutheran Senior Services Community
- Missouri Veteran's Home - Cameron
- Missouri Veteran's Home - Mexico
- Moberly Regional Medical Center, Senior Mental Health Unit
- MU Adult Day Connection
- Oakridge of Plattsburg Health Care Center
- Ozark Riverview Manor
- Presbyterian Manor of Rolla
- Riverview at the Park Care and Rehabilitation Center
- Salem Memorial District Hospital - Long Term Care
- Shangri-La Rehab and Living Center
- SSM Health at Home (Hospice)
- St. Andrews Management Services
- The Bluffs
- Village Care Center - Maryville
- Village Care Center at Friendship Village Sunset Hills
- Vitas Healthcare
- Westwood Hills Health and Rehabilitation Center

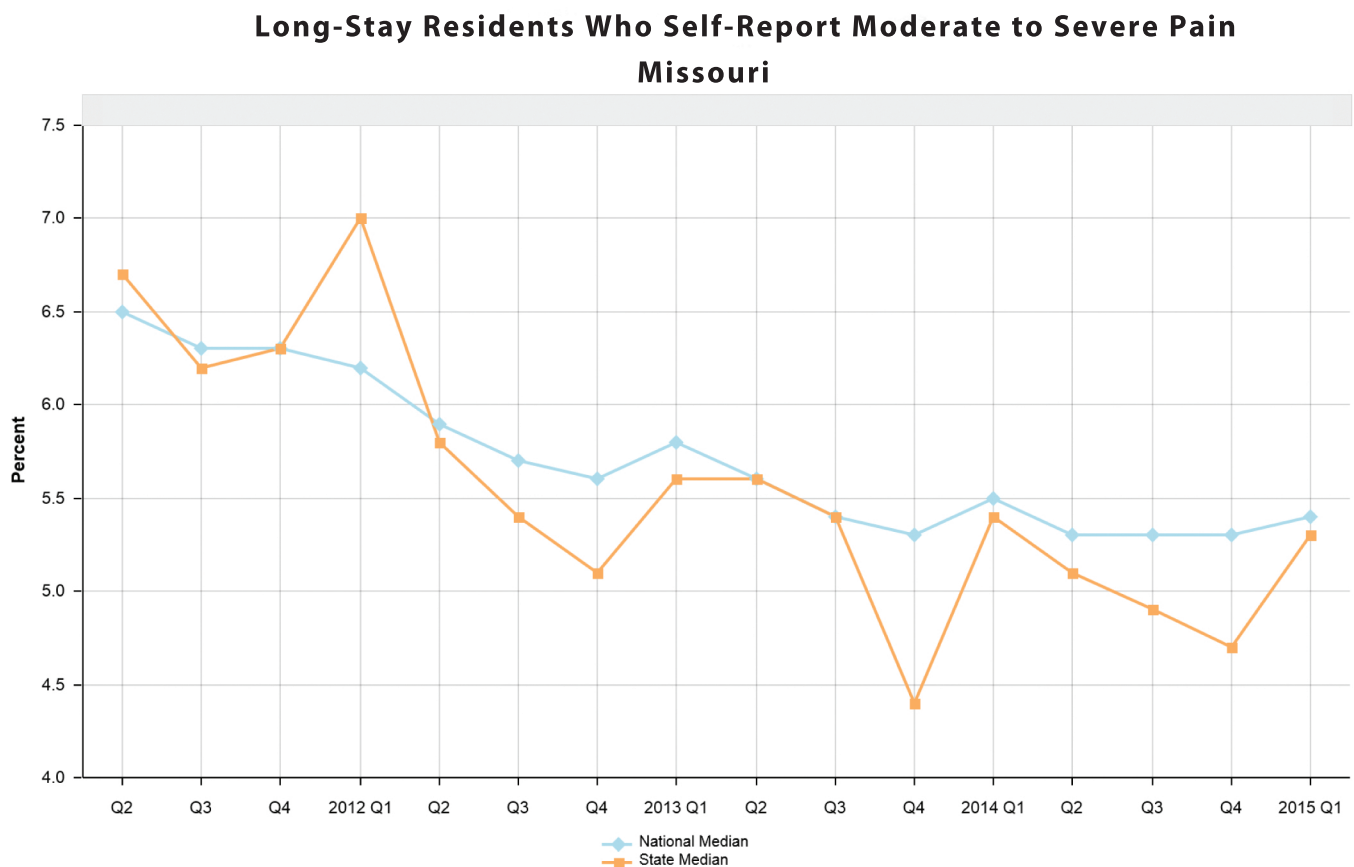
These organizations have already participated in webinars with MUSIC & MEMORY™. They have agreed to attend MC⁵ regional meetings regularly. We look forward to them sharing their personalized music program stories.

Advancing Excellence in America's Nursing Homes

By Carol Scott, Field Operations Manager, Advancing Excellence

Advancing Excellence (AE) recently added a new feature on its website (www.nhqualitycampaign.org). Trend graphs of the CMS quality measures are now available. While the data comes from Nursing Home Compare, AE is the only source for viewing the data in graph form. On the AE home page, click on the box that says “View State and National Statistics,” and select the “Quality Measures” option.

The graph below shows the Missouri and national median for “Long-Stay Residents Who Self-Report Moderate to Severe Pain.”



And the really cool news? You can sign into your account and click on QM Trends and compare your home's statistics with state or national statistics.

Forgotten your account's username or password? If you are the contact for the account and your email address has not changed, you can select “Forgot Password,” and an email will automatically be sent. If you don't know who the contact is or the email address has changed, contact Deborah Finley at Primaris (dfinley@primaris.org) or the AE Help Desk at (help@nhqualitycampaign.org). Please include your federal provider number and your home's complete name and address.

And, if you don't have an account, click on “Sign In/Register” in the upper right hand corner of the AE home page.

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